

May 17, 2019

Via ECFS

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Notification of Substantive Change, *Structure and Practices of the Video Relay Service Program*, CG Docket No. 10-51; *Telecommunications Relay Service and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123—47 C.F.R. § 64.606(f)(2).

Dear Ms. Dortch:

Pursuant to 47 C.F.R. § 64.606(f)(2), Sorenson Communications, Inc., (“Sorenson”) hereby notifies the Commission of substantive changes to its TRS service. On or around April 11, 2019 and April 24, 2019, Sorenson adopted new technologies that will improve service for its users. The changes include:

- **911 Geolocation:** Some Sorenson mobile endpoints now transmit geo-coordinates for 911 calls if allowed by the user, which Sorenson passes on to its 911 service provider (along with the user-provided 911 address) for the purpose of routing the emergency call to the correct PSAP and enabling the PSAP operator to quickly route emergency services providers (e.g., fire, police, ambulance) when and where needed.
- **SignMail Text:** This feature allows the interpreter to type a short message (limited to 42 characters) or phone number to the customer during the SignMail, which will only appear after the message recording has stopped and been sent.

Sorenson certifies that these changes do not affect its compliance with applicable minimum standards.

Sincerely,



Isaac Roach
VP of Engineering